



ADDENDUM NUMBER 3

Request for Proposals #20-006 Performing Arts Center Ticketing System and Operations

Schedule of Events

- **Bid Due Date:** September 10, 2019; no later than 2:00 PM EST

Bids received after the above time or any proposal submitted in any other format (email, paper, fax, mail, etc.) than online submissions for this ITB through the Bonfire Portal at <https://sandsprings.bonfirehub.com/projects/view/17106> will not be accepted for any reason.

- ❖ Please provide estimated/anticipated annual revenue for the 2020-2021 season that would be transacted through the selected system:
 - Total single ticket sales. – Est total ticket count: **102,000, \$1.6mil gross sales**
 - Donations, memberships and fundraising events (not included above). **New membership/donation program to be launched for 20/21 season.**
- ❖ What is the estimated/anticipated operating budget of the Performing Arts Center for the 2020-2021 season? – **We do not provide this information.**
- ❖ What is the total number of staff users from all departments that would need an individual login by name to access the new system at some point? – **10-15**
 - Of that total number, how many might be logged in concurrently at a peak system usage time?
- **6**
- ❖ How many venues are sold reserved seating where you want patrons to select their own seats online?
– **3**
- ❖ In addition to Paciolan, what databases, systems and files hold constituent demographic data along with ticketing, event registrations, and donation transactional history that would be converted to the new system? Please identify each additional database, system or file and what type of data it currently contains. – **No additional ticketing databases, however, there are some CRM components in other databases for email blasts, etc.**
- ❖ In section 3: Technical Requirements, Part J. Provide other capabilities. Which existing software does the proposed software need to be compatible with for the "Be compatible with existing software" requirement? – **At this time, we are transferring current software to ones that align better with industry standards, which relieves the need to gather specifics for Part J. That being said, the need for ad hoc reporting that can be downloaded to Excel will be essential.**

- ❖ With the extension for submission in Addendum 2 to September 10, what are the adjusted dates in Section 8: Schedule of Events? – **We will notify selected vendors of interviews at least a week in advance.**
- ❖ Also, how does the submission change affect the completion of services date of December 31, 2019 as identified in Section 2: Scope of Work. What processes or factors are affecting the completion of services date? – **The completion of services date will be moved to January 31, 2020. It is our intent to have a transition into the new provider completed for the 20/21 season on sale date. The season launch party will be near the end of April 2020 with (ideally) tickets going on sale that night to new members. Actual on sale date is slightly negotiable and dependent on the ability to move the season launch party. Completion of services is expected to be the completion and vetting of a fully realized transition plan, with appropriate benchmarking, that is in progress and appropriately scheduled to build the 20/21 season and go live by the season launch party and on sales dates. Planning should be complete with the minimum of a first run data transfer mapping test either complete or underway. Process discussions for marketing, finance and IT should be complete.**
- ❖ We understand the City's desire to use the Model Contract with the selected provider and that negotiation of the contract will take place. Should the Offeror include anticipated exceptions to the Model Contract with the RFP response or will any exceptions be negotiated after the Offeror is selected? - **No. We believe the contract is written in the best interest of the City.**

I hereby acknowledge receipt of Addendum Number 3 for Request for Proposals #20-006 Performing Arts Center Ticketing System and Operations. I have incorporated the necessary changes into my response for the abovementioned RFP.

COMPANY NAME _____
 CONTACT PERSON: _____
 ADDRESS: _____ CITY: _____
 STATE: _____ ZIP: _____
 PHONE: _____ EMAIL ADDRESS _____
 SIGNATURE: _____ DATE: _____

End Addendum Number 3
 20-006